FSC-78-B

ROU Brief - 5/6/98

For: AVP/RSM/RBM/ROM/KAM/AM/DM/RM/AE/MC/PC/PRC/SC

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RETAIL PROGRAMS

➡ ***WINSTON Workplan POS Kits***
(Contact: Lori O'Connor, #3019)

- Any address changes made to an assignment will be picked up as the new ship-to location for the WINSTON July POS changeover materials until May 20.
- After May 20, any address changes will have to be made through Winston-Salem.
- Vacant assignment addresses should be entered as either the Manager's address or the ROU address.

SYSTEMS

➡ ***Work Requests***
(Contact: David Williams, #7712)

- A Work Request can now be changed after it has been communicated.
  - If it has a status of **NEW** (not communicated), **PENDING** (communicated but not downloaded to the Retail Rep) or **ASSIGNED** (downloaded to the Retail Rep but not completed), you can make changes to that Work Request in the Work Request Button Edit Folder.
- Any changes made to an existing Work Request will show in the Summaries Folder under the date the Work Request was originally added.

➡ ***UPC Codes Folder***
(Contact: Chris Minner, #1642)

- A new folder has been added to the Sales/Retail Rep notebook computer that will display UPC codes for all RJR brands.
- New folder name is 'UPC Ref Codes' and is located in the Admin F5 section under Account Management.
- For additional information, reference quick cards in the Roadside Assistance section.

➡ ***Notebook Account Management Errors***
(Contact: Chris Minner, #1642)

- As a reminder, when a notebook error occurs, record all error information and have available when calling the Hotline.
- Hotline will not be able to assist the Sales/Retail Rep with the problem unless the specific error information is known.

➡ ***IBM 4019 Printer Returns***
(Contact: Chris Minner, #1642)

- Since Hewlett Packard 6P printer issues have been corrected, the IBM 4019 printers should either be returned or check sent to Winston-Salem for personal purchase of the printer.
- IBM 4019 printers must be accounted for by May 31, 1998.

➡ ***Zip Drives: Managers Only***
(Contact: Chris Minner, #1642)

- Hotline will only support Managers that purchase zip drives for back-up purposes, not Sales or Retail Reps.
- This policy is necessary due to the volume of calls that are already being received from Sales and Retail Reps re: the new notebook computers and printers.

➡ ***New Product Availability On Hold***
(Contact: Chris Minner, #1642)

- New product availability folder for Sales and Retail Reps notebook computer that will create build to figures by brand style is being reevaluated as it relates to the new Partners Resource Plan.
- We will keep you informed re: new implementation timing as it becomes available.

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Sales		Retail	
1221		1222	
1222		1223	
1223		1226	
1224		1227	
1225	ROM		
1226		EC	EC
1229		MC	PA
1240			
1244		RSM	RBM

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